

Module 11

Chapter 3

Initiating a Pre-Complaint

Chapter Overview


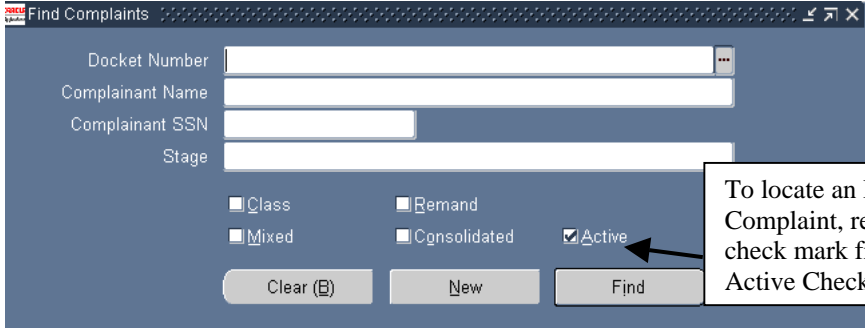
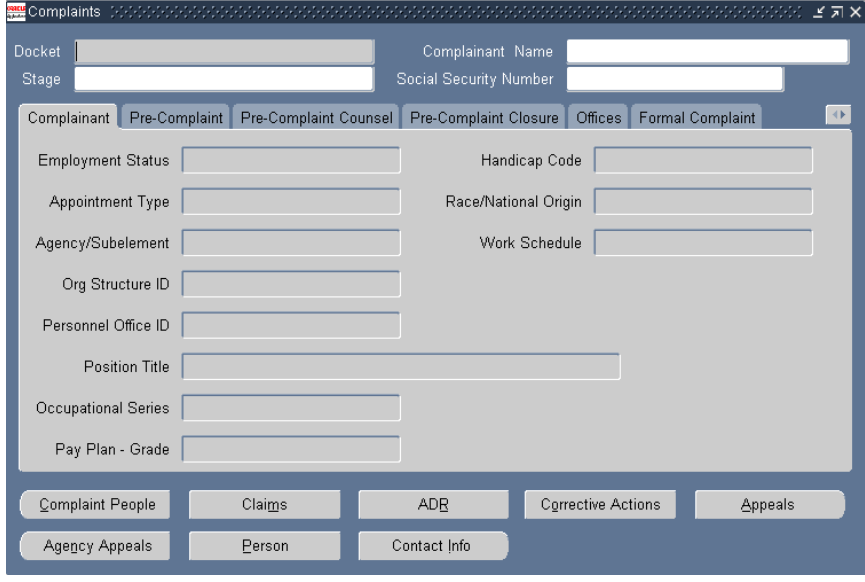
Introduction This chapter explains the process of initiating a complaint in the pre-complaint stage.

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Initiating a Pre-Complaint

Accessing the Complaints Window

Step	Action
1	<p>Navigation Path→ <i>Complaints Tracking</i> → <i>EEO Complaints Tracking</i> → <Open>. The Find Complaints Window opens to allow querying an existing complaint or enter a new complaint. (If you want to query a complaint, enter one or more of the items in the data fields and click <Find>).</p> <p> Note: If you input data in the Stage data field, it opens all the records in that stage, e.g., if you input Pre-Complaint, it opens all the Pre-Complaint records; and if you input Formal Complaint it opens all the Formal Complaint records.</p> 
2	<p>In the Find Complaints window, click the <New> button and the Complaints Window opens with the Complainant Alternate Region data fields.</p> 

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Initiating a Pre-Complaint, Continued

Completing the Complaints Window

Step	Action		
1	There are three areas on the Complaints Window.		
		Section	Description
		Header	<ul style="list-style-type: none"> • <i>Docket</i> • <i>Stage</i> • <i>Complainant Name</i> • <i>Social Security Number</i>
		Region	<p>There are three regions in a pre-complaint :</p> <ul style="list-style-type: none"> • <i>Pre-Complaint</i> (Captures basic information, e.g., date the alleged discrimination incident occurred.) • <i>Pre-Complaint Counsel</i> (Complainants can choose traditional counseling or the Alternative Dispute Resolution (ADR) Process.) • <i>Pre-Complaint Closure</i> (Settlement results can be captured, as well as complainant's claims, the basis for the claims, and related incidents.)
		Taskflow Buttons	<ul style="list-style-type: none"> • Complainant <u>P</u>eople • <u>C</u>laims • <u>A</u>DR • <u>C</u>orrective Actions • <u>A</u>ppeals • <u>A</u>gency Appeals • <u>P</u>erson • <u>C</u>ontact Information

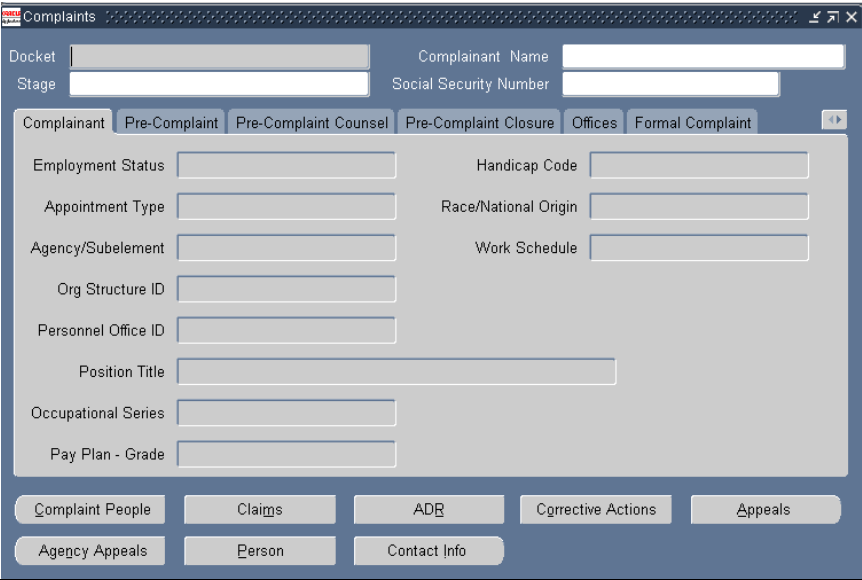
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Initiating a Pre-Complaint, Continued

Header Information

Step	Action								
1	<p>On the Complaints window, enter the header information.</p> <table border="1"> <thead> <tr> <th>Data Field</th><th>Action</th></tr> </thead> <tbody> <tr> <td><i>Complainant Name</i></td><td>Use the LOV or type in the name of the person who initiated the complaint.</td></tr> <tr> <td><i>Social Security Number</i></td><td>The <i>Social Security Number</i> auto populates when a name is selected if it exists in the database</td></tr> <tr> <td><i>Stage</i></td><td>Use the LOV to select Pre-Complaint.</td></tr> </tbody> </table> <p>Note: The docket # will generate once the work session is saved.</p>	Data Field	Action	<i>Complainant Name</i>	Use the LOV or type in the name of the person who initiated the complaint.	<i>Social Security Number</i>	The <i>Social Security Number</i> auto populates when a name is selected if it exists in the database	<i>Stage</i>	Use the LOV to select Pre-Complaint .
Data Field	Action								
<i>Complainant Name</i>	Use the LOV or type in the name of the person who initiated the complaint.								
<i>Social Security Number</i>	The <i>Social Security Number</i> auto populates when a name is selected if it exists in the database								
<i>Stage</i>	Use the LOV to select Pre-Complaint .								

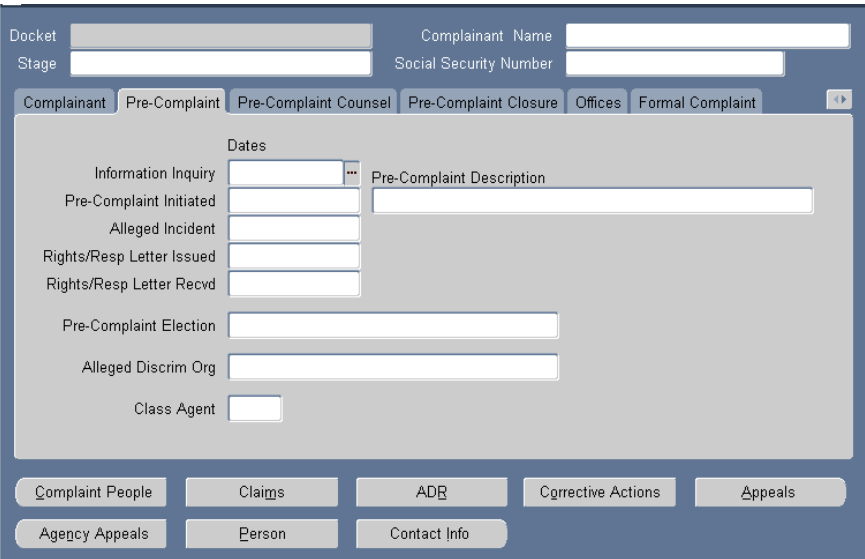
Complainant Alternate Region

Step	Action
1	<p>In the Complaints Window, the Complainant Alternate Region populates when you select a <i>Complainant Name</i> in the header from the LOV:</p> 
2	<p>Click the tabs to utilizes the Alternate Region, i.e., the Pre-Complaint Alternate Region.</p>

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Initiating a Pre-Complaint, Continued

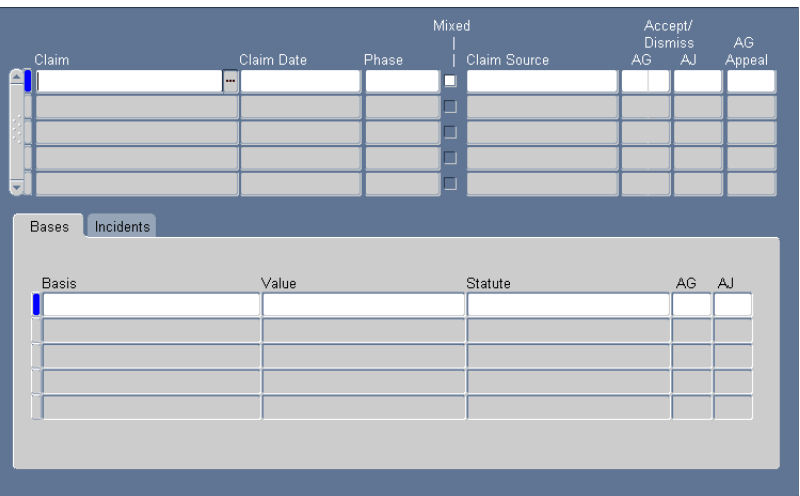
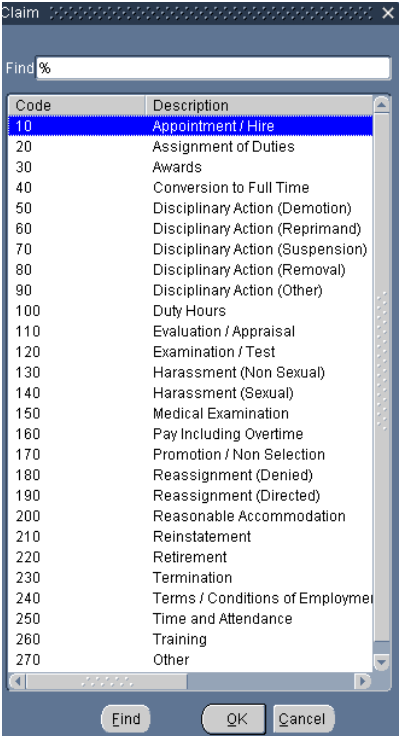
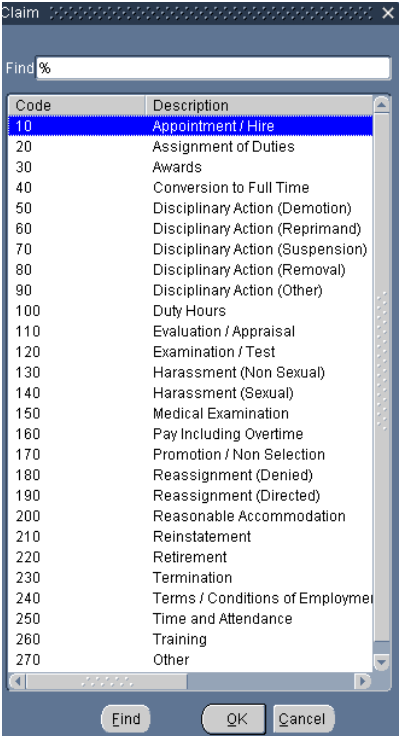
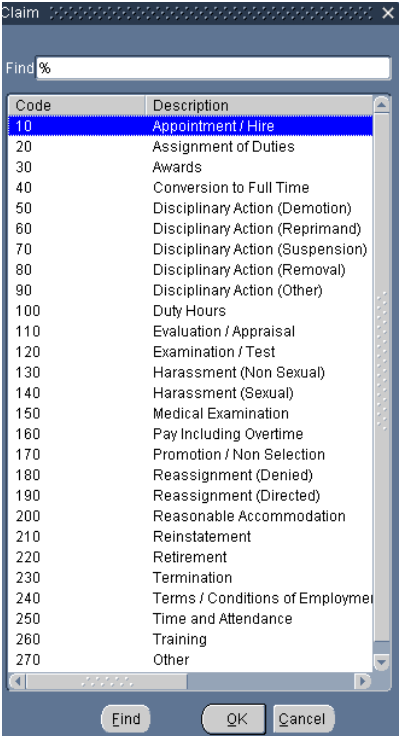
Pre-Complaint Alternate Region

Step	Action
1	<p>The Complaints window opens with the Pre-Complaint Alternate Region data fields.</p> 
2	Enter the Dates in the Pre-Complaint data fields by tying them in or use the LOV to select the correct date. Type a description in the Pre Complaint Description data field (up to 2,000 characters).
3	Save your work.
4	Click the <Claims> Taskflow Button and complete the Claims Window to enter details on Claims, Bases, and Incidents.

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Initiating a Pre-Complaint, Continued

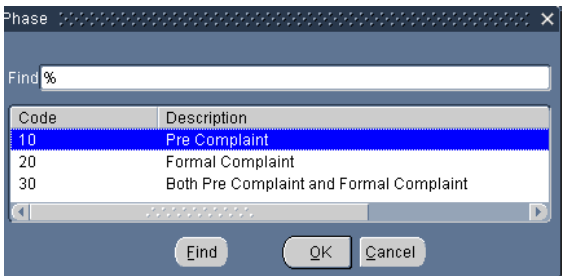
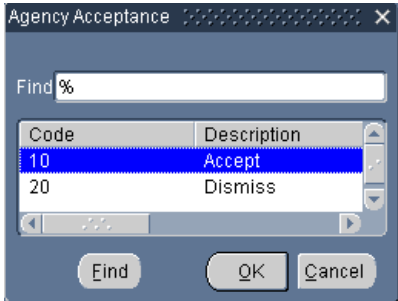

Claims Alternate Region

Step	Action				
1	<p>The Claims window opens.</p> 				
2	<p>The Claims window can contain multiple occurrences in the Claim, Bases, and Incidents areas.</p> <table> <tr> <th>Data Fields</th><th>Description/Action</th></tr> <tr> <td>Claim</td><td> <p>Click the LOV icon to select a Code & Description. Click the <OK> button.</p>  </td></tr> </table>	Data Fields	Description/Action	Claim	<p>Click the LOV icon to select a Code & Description. Click the <OK> button.</p> 
Data Fields	Description/Action				
Claim	<p>Click the LOV icon to select a Code & Description. Click the <OK> button.</p> 				

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Initiating a Pre-Complaint, Continued

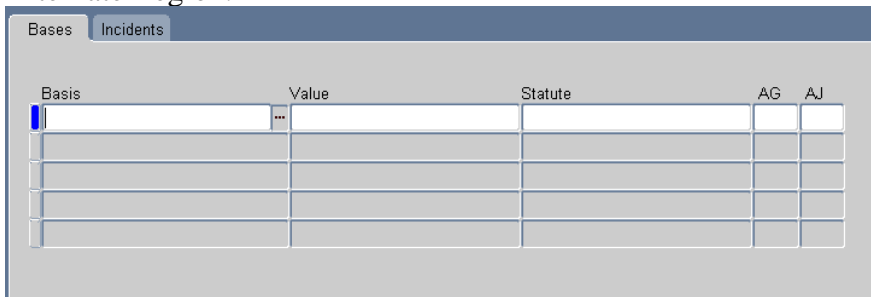
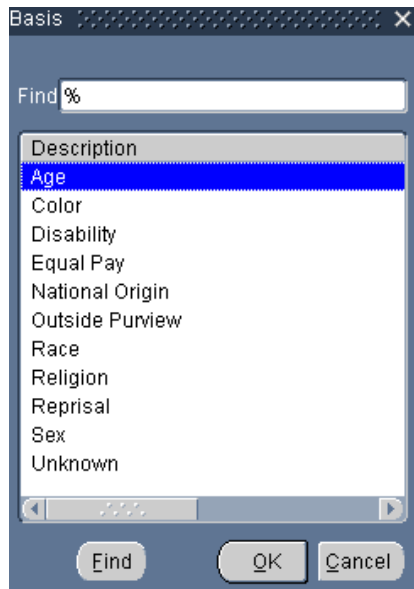
Claims Alternate Region (continued)

Step	Action	
	Data Fields	Description/Action
	<i>Claim Date</i>	Type in the correct date or use the LOV and click <OK>.
	<i>Phase</i>	Use the LOV to select the <i>Phase</i> and click <OK>. 
	<i>Mixed</i>	Check the box, if mixed.
	<i>Claims Source</i>	Place your cursor in the Claims Source Column. Click the LOV and “Complainant” automatically populates.
	<i>Accept/Dismiss AG</i>	If known, use the LOV make a selection: 
	<i>Accept/Dismiss AJ</i>	Use the LOV or type in the information.
	<i>AG Appeal</i>	Select Yes or No from the LOV or type in.
3	<ul style="list-style-type: none"> If there is more than one Claim, put the cursor in the space below the first Claim and complete the information in the columns. If all lines are full, click the green plus icon  on the Toolbar to add another blank line. 	

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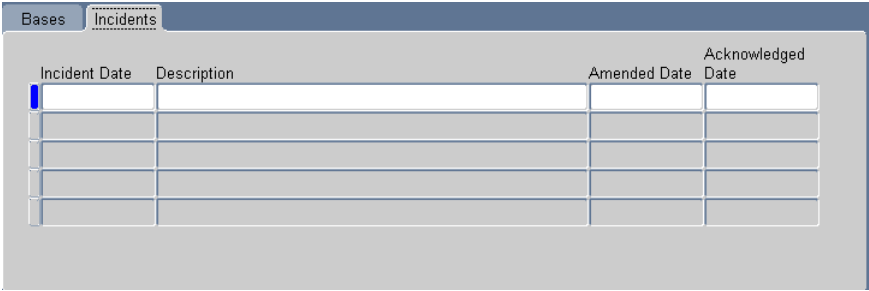

Initiating a Pre-Complaint, Continued

Bases Alternate Region

Step	Action	
1	In the Claims window, complete the data fields in the Bases Alternate Region .	
		
2	Data Fields	Description/Action
	Basis	Use the LOV to select the Basis of the action and click <OK>.
		
	Value	Use the LOV or type in the information.
	Statute	Statue will automatically populate after selecting a Basis
	Findings – AG	Use the LOV or type in the information.
	Findings - AJ	Use the LOV or type in the information.
	If there is more than one Basis , complete the appropriate date fields as required	

Initiating a Pre-Complaint, Continued

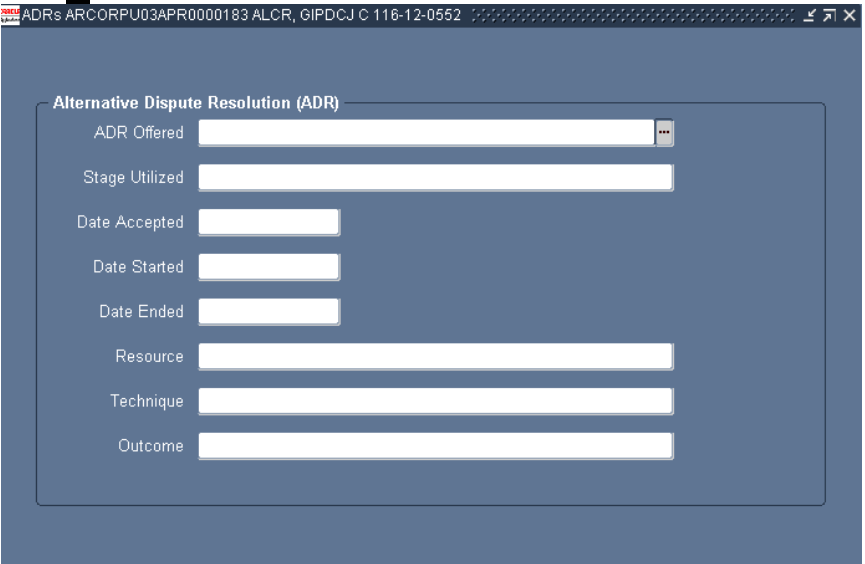
Incidents Alternate Region

Step	Action
1	<p>Click the Incidents tab.</p> 
2	<p>Input a date, or use the LOV to select a date, in the Incident Date data field.</p> 
3	Enter a description of the Incident in the Description data fields.
4	Enter dates in the Amended and Acknowledged Date data fields.

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Initiating a Pre-Complaint, Continued

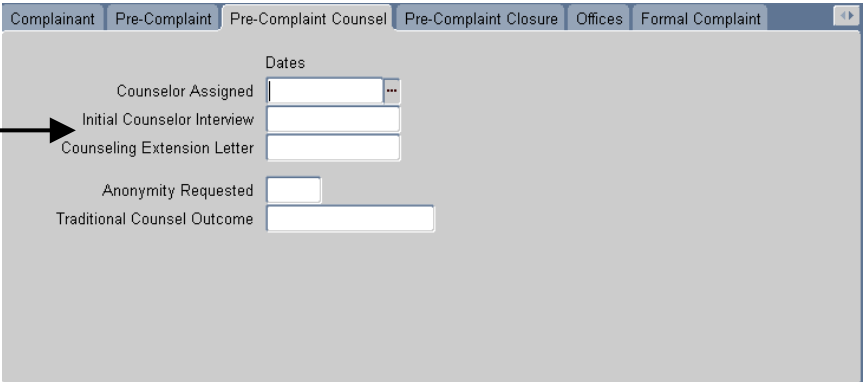
Alternative Dispute Resolution (ADR) Taskflow Button

Step	Action														
1	<p>If the complainant chooses Alternate Dispute Resolution click the <ADR> button.</p> 														
2	<p>Complete the data fields.</p> <table border="1"> <thead> <tr> <th>Data Fields</th><th>Description/Action</th></tr> </thead> <tbody> <tr> <td><i>Stage Utilized</i></td><td>Use the LOV to select the stage and click <OK>.</td></tr> <tr> <td><i>Date Started</i></td><td>Type in the date or use the LOV.</td></tr> <tr> <td><i>Date Ended</i></td><td>Type in the date or use the LOV.</td></tr> <tr> <td><i>Resource</i></td><td>Use the LOV to select the <i>Resource</i> and click <OK>.</td></tr> <tr> <td><i>Technique</i></td><td>Use the LOV to select the <i>Technique</i> and click <OK>.</td></tr> <tr> <td><i>Outcome</i></td><td>Use the LOV to select the <i>Outcome</i> and click <OK>.</td></tr> </tbody> </table>	Data Fields	Description/Action	<i>Stage Utilized</i>	Use the LOV to select the stage and click <OK>.	<i>Date Started</i>	Type in the date or use the LOV.	<i>Date Ended</i>	Type in the date or use the LOV.	<i>Resource</i>	Use the LOV to select the <i>Resource</i> and click <OK>.	<i>Technique</i>	Use the LOV to select the <i>Technique</i> and click <OK>.	<i>Outcome</i>	Use the LOV to select the <i>Outcome</i> and click <OK>.
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<i>Outcome</i>	Use the LOV to select the <i>Outcome</i> and click <OK>.														
3	Save your work.														

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Initiating a Pre-Complaint, Continued

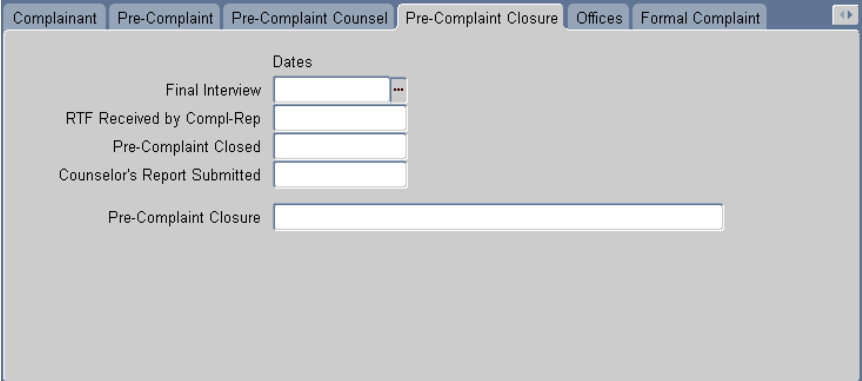
Pre-Complaint Counsel Alternate Region

Step	Action
1	<p>Click the Pre-Complaints Counsel tab, the Complaints window opens with the Pre-Complaint Counsel Alternate data fields.</p> 
2	Enter the Dates in the Pre-Complaint Counsel Alternate Region date fields.
3	In the Anonymity Requested data field, use the LOV to select “Yes” or “No”.
4	In the Traditional Counsel Outcome data field, select from the LOV.
5	Save and Exit.

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Initiating a Pre-Complaint, Continued

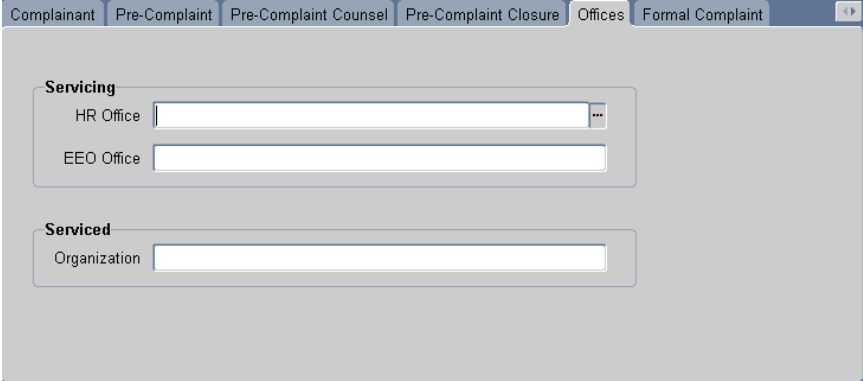
Pre-Complaint Closure Alternate Region

Step	Action
1	<p>Click the Pre-Complaint Closure tab</p> 
2	Enter the Dates in the Pre-Complaint Closure Alternate Region Data Fields.
3	Enter a description in the <i>Pre-complaint Closure</i> Data Field.
4	In the Pre-Complainant Closure Alternate Region, scroll down to the next region, e.g., the Offices Alternate Region.

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Initiating a Pre-Complaint, Continued

Offices Alternate Region

Step	Action
1	<p>Click the Offices tab.</p> 
2	Type the required data in the Offices Alternate Region data fields or the LOV and select the correct information.
3	Save your work and Exit the screens.
4	Exit the application if you have completed all your work.

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